

LEAH C. MARTIN, MA

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godshaken.com/home/portfolio

SUMMARY

Servant-leader, creative, and analytical thinker with vision to see a fresh perspective to go to higher levels. Versatile writer and editor with experience in non-profits, fortune 500s, state government, and more. Great attention to detail. Excellent communication and research skills. Works well independently and in a team environment.

- Adobe Acrobat Pro DC
- Adobe InDesign
- Adobe Dreamweaver
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Writing/Copywriting
- Editing
- Proofreading
- Quality Control
- Television Production
- Content Management
- Mac
- PC

HIGHLIGHTS

- Converted risk prone quality assurance process to new, reliable process, reducing risk issues and positioning the business for greater success with audits.
- Winner of 2017 Virginia Press Association award for general news writing for an article covering racial tensions and social justice protests.
- Designed materials for key Long Term Care products positioned as major revenue building products during a volatile time for the business.

EXPERIENCE

Loss Mitigation Quality Assurance Specialist, Citizens, Richmond, Virginia **2018-present**

Edit customer-facing communications across investors for clarity of message and accuracy of information, reviewing on average 900 communications monthly. Drive production in a fast-paced, deadline-driven environment, meeting compliance standards, averaging a success rate of 99.36% and reaching 100%. Compile data for audits; provide monthly reporting for senior leadership; and research compliance observations to present explanations of risk findings.

- Subject matter expert on major gap assessment project, providing step-by-step procedures and ideas for improvements, enhancing the quality assurance process and resolving risk issues.
- Developed resource guide to train new colleagues.
- Developed monthly departmental newsletter to improve communication and connection across the department.
- 2013 CREDO Champion – Chairman’s Community Award

Freelance Writer, Richmond Free Press, Richmond, Virginia **2016-2019**

Cover area events, conduct interviews, and perform research to write feature articles for newspaper publication. Serve as a newsroom stand-in to write shorts, cutlines, and other stories.

Administrative Office Specialist, VA Dept of Emergency Management, Chesterfield, VA **2016-2018**

Provide administrative support to several divisions of the agency, specifically Human Resources. Schedule candidates and prepare resources for interviews, prepare agency documents and training materials, and reconcile monthly expense records. Provide front desk coverage, receiving phone calls, visitors, and mail. Proofread agency materials, documents, and publications.

Forms Design Coordinator, Genworth Financial, Richmond, Virginia **2011-2016**

Collaborate with project managers and lines of business to design over 1,400 forms and product materials from inception to completion utilizing brand standards, including run-the-shop items, booklets, brochures, letters and major projects, delivering materials on time and exceeding deadlines. Provide quality assurance, including proofreading and testing.

- Created designer checklist for Standard Operating Procedures (SOP) to bring consistency and reduce errors.
- Took ownership of rate flyer programming from outside vendor, netting increased efficiencies and a reduction in expenses.
- Team Genworth Award

continued

Proofreader, OfficeTeam (Local author), Richmond, Virginia **2010**

Proofread client's manuscripts, providing markups and copyediting. Work independently after receiving client's direction to deliver materials by designated deadlines.

Editorial Assistant, Kingdom Publishing Group Inc., Richmond, Virginia **2009-2010**

Edit client manuscripts and design book layouts, preparing books for print. Manage content and drive traffic for two company websites. Design and maintain multiple author websites for clients to promote and sell books.

Aquent, (Capital One Financial Services), Richmond, Virginia **2007-2008**

Email Copywriter

Copywrite transactional/commercial emails, providing information or cross-selling products from various lines of business. Create and deliver presentations for email campaigns. Collaborate and receive direction to fulfill the goals of each campaign. Deliver finalized copy on time to meet deadlines.

Technical Editor

Edit new merchant services and payroll products for small businesses, including, direct mail, email, websites, kits, and statement inserts. Collaborate with team to receive direction and present edits and best practices.

Faith Landmarks Ministries, Richmond, Virginia **2001-2007**

Lead Coordinating Administrative Assistant

Assist with administrative responsibilities in coordinating over 100 departments and structural reorganization. Create and revise organizational chart.

Multimedia Assistant

Managing editor and writer of quarterly magazine and monthly bulletin. Write 30 and 60 second spot scripts for television broadcast commercials. Manage television broadcast schedules. Write back cover summaries for books and audio/video series. Copywriting, editing and proofing of marketing materials, such as brochures, letters and mailers. Maintain content for two company websites. Photograph and film church and international events, and television shoots, using DSLR cameras and professional video production equipment. Video editing for weekly event promos using Final Cut Pro and Motion.

Facilities Administrative Assistant

Assist Facilities Manager in administrative functions. Manage schedules of ten employees. Prepare annual reports and expense summaries. Track departmental issues for analysis and resolution.

EDUCATION

Master of Arts, Journalism, Regent University, Virginia Beach, Virginia, 2009

Bachelor of Arts, History, University of Richmond, Richmond, Virginia, 2005